

## Knowledge Center Operational Group (KCOG)

### Designated Help Desk and Local Liaison Personnel

Background: The KCOG is soliciting input for designated help desk and local liaisons from the local agency directors. Currently, a large majority of the agencies have people designated.

To access a list of people who are designated help desk, follow this trail:

[Home](#) >> [Administration](#) >> [Manage System](#) >> [Roles](#)

Step 1: For this point, hit search and all roles will populate.

#### Roles

Use Search to find existing system and custom roles. View users who are currently assigned to roles. Select the domains for custom roles.

Search

To perform a search, enter keywords in the Search Text field. Select items from the Search Type, Type, and Visibility dropdowns. Select the domain for the User Search dropdown.

Search Text:

Search Type:

Type:

Visibility:

User Search:

Step 2: Hit go in the appropriate role to populate.

	Help Desk Administrator (Virginia Department of Social Services - External) <i>Users in this role have access to the Administrator tab of Manage Users. They are able to see one ac...</i>	System	Shown	<input type="button" value="Edit Users"/>	<input type="button" value="Go"/>
	Homepage Feed Manager (Automatic Role) <i>Users in this role are able to access the Homepage Feeds feature. This role does not give the user p...</i>	Automatic	Shown		
	HR Administrator (Virginia Department of Social Services - External) <i>Users in this role can manage all talent-management related functions such as the IDP. This is a sys...</i>	System	Shown	<input type="button" value="Edit Users"/>	<input type="button" value="Go"/>
	IDP Coach (Automatic Role) <i>Users in this role have access to the IDPs and Skills Surveys of users for whom they are a coach. Us...</i>	Automatic	Shown		
	Instructor (Automatic Role) <i>Users in this role can be assigned to teach classroom course section events. They also have access t...</i>	Automatic	Shown		
	Local Liason - Security Officer (Virginia Department of Social Services - External) <i>Local Security Officer or Desinated person to change passwords and/or approve registration request f...</i>	Custom	Shown	<input type="button" value="Edit Users"/>	<input type="button" value="Go"/>

Step 3: At this point, you can do the following:

1. Hit enter to populate all names that are assigned.
2. Enter a specific name to see if they are assigned.
3. Or hit go adjacent to add user, to add another use.

Edit Users

Simple Search | Advanced Search

Type a last name, first name or both and then click Search to find existing users. Use the Page menu to add users.

Last Name:

First Name: